



Indiana Family and Social Services Administration Achievements 2003-2004

National rankings, continued savings – serving Hoosiers

Service Delivery Enhancements

- /// Added 100 additional Child Protective Services caseworkers, bringing the statewide total to 860. Created an expert Child Abuse Task Force. Enhanced CPS caseworker training requirements. Engaged the Child Welfare League of America to implement improvements.
- /// Improved efficiency of current child support website, making the online process more efficient for those receiving, paying and withholding support.
- /// Celebrated the one millionth home visit by Healthy Families workers as part of this nationally recognized child abuse prevention program. Recognized as one of only two states to be credentialed by Prevent Child Abuse America for having a statewide program.
- /// Increased HoosierRx senior prescription drug discount program enrollment to more than 23,000. Doubled the benefit Medicare provides to \$1,000. Changed HoosierRx to a point-of-sale discount, eliminating the mailing in of receipts for reimbursement.
- /// Provided more than 50,000 Medicaid recipients with FSSA's award-winning Chronic Disease Management Program in partnership with the Indiana State Department of Health.
- /// Launched Hoosiers at Home, a partnership with Area Agencies on Aging, to help more than 2,200 senior nursing home residents transition back into the community whenever possible.
- /// Received federal Children's Mental Health Waiver to provide community-based services rather than institutional care, one of only four states in the country to receive funding.
- /// Earned a top ranking and a high performance bonus of more than \$10 million for the second year in a row from the U.S. Department of Health and Human Services for getting Hoosiers off welfare and into jobs.

- /// Launched the Peak Performance project in seven counties to provide mental health assessment and services for abused and neglected children.

Administrative Efficiencies

- /// Positioned in federal rankings to be #1 in the country for the second consecutive year as the most efficient state for collecting child support, getting \$7.91 for Hoosier children for each \$1 FSSA spends. The national average is only \$4.50.
- /// Fully implemented statewide use of electronic food stamps cards, eliminating paper stamps, reducing administrative costs and minimizing the possibility of fraud.
- /// Ranked best in the Midwest and second in the nation in disability determination claims processing efficiency by the U.S. Social Security Administration.
- /// Implemented statewide electronic child care voucher system, replacing paper system, speeding up payments, improving security and increasing accuracy.
- /// Initiated conversion of contract information technology employees to state employees using a process to be implemented by all state agencies, saving FSSA more than \$5.9 million annually.
- /// Spent only 3.9% of the state's Medicaid budget on administrative costs, well below the national average of 4.6%.
- /// Reduced FSSA staff from 11,000+ to 9,400 and cut budget more than 7% in the past two biennium. During the same period, agency caseloads rose more than 100,000 to a current level of 1 million Hoosiers being served.
- /// Received a \$500,000 federal grant to design a quality assurance and quality improvement system that better tracks services provided to Hoosier seniors who chose to live in the community rather than institutions.